

Riverside Medical Practice

Barker Street, Shrewsbury, SY1 1QJ

Tel: 01743 367891

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www.riverside-medical.co.uk



Newsletter—Summer 2025



Riverside Medical Practice

CQC overall rating

Good

26 June 2023

URGENT NOTICE

If you are experiencing symptoms such as chest pain or breathlessness please dial 999 or attend the local A&E department.

Contact Details

Could we please remind all patients to ensure that we have up to date contact details for you including telephone numbers and address. This will make it easier for us to contact you should there be any problems with your appointment or if we need to contact you in an emergency.

Call recordings

Please note all inbound and outbound calls to and from Riverside Medical Practice are recorded for training and monitoring purposes.



NHS App

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

The App can be downloaded via the App Store, Google Play or by scanning the QR code.



How can you use the NHS App?

- Request repeat prescriptions
- View your GP health record
 - Manage appointments
- Receive messages and notifications
 - Use 111 online
- Browse NHS medical and health information
 - Find NHS services

RSV (Respiratory Syncytial Virus) immunisation **– are you eligible?**

This vaccination is available for those aged 75-79 years, please call reception to book an appointment with one of our nurses. If you are pregnant, you are also eligible: this immunisation will help protect your baby for the first few months after they are born – speak to your community midwife to arrange this.

For more information about RSV go to:

www.nhs.uk/vaccinations/rsv-vaccine/

Coronavirus symptoms

Do not leave your home if you or someone you live with has any of the following:

A high temperature (over 37.8°)

A new continuous cough

A loss of, or change to, your sense of smell or taste

If you think you may have coronavirus you should still use the online 111 service or call 111 initially.

Comments, Compliments & Complaints

If you have any queries, comments, compliments or suggestions that you would like to share with us about the changes we are making to our surgery, improvements that you would like us to consider or event suggestions for topics to be included within the next newsletter, please direct these to our Practice Manager, Ms Sue Griffiths

Patient Access

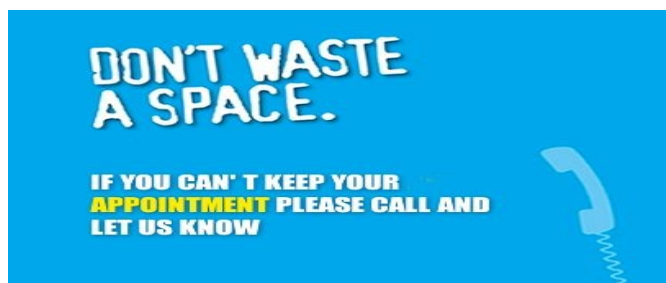
Did you know you can register to use our online services?

By registering for patient access you can order your prescription and update your personal details online.

You can also request extended access to your medical records including your diagnosis list, immunisations and blood results. To register please ask reception or visit our website for further details

Unable to attend your appointment?

In May 2025, 146 patients did not attend their appointments. This totals 36.5 hours of clinical time. If you can no longer attend your appointment, please let us know as soon as possible so that the appointment can be offered to somebody else.



Pharmacy First Reminder

Don't forget – your local pharmacist can help you with 7 common conditions without needing a GP appointment

Sinusitis (adults and children aged 12 years and over)

Sore throat (adults and children aged 5 years and over)

Earache (children and young adults aged 1 year to 17 years)

Infected insect bite (adults and children aged 1 year and over)

Impetigo adults and children aged 1 year and over)

Shingles (adults aged 18 years and over)

Urinary Tract infection (women aged 16 to 64 years)

*NHS prescription charge rules apply where a medicine is supplied



Prescriptions

For patients wishing to order their prescriptions please can we ask that you order your routine medications via the Prescription Ordering Service Direct on 0333 358 3509, we understand that there is high demand on the phone lines currently and therefore if you experience difficulties you can also email your request to Shropshire.pod@nhs.net

Please do not order your medications more than 7 days ahead of needing them, it is important that you order as normal and we reassure you there is no need to stockpile medication.

Alternatively, you can also email riverside.prescriptions@nhs.net or if you are already signed up for patient access you can order via the app.

Please ensure that you nominate a pharmacy to receive your prescriptions, as we will be sending all prescriptions electronically rather than being collected in person to minimise unnecessary attendance to the surgery.

If you do not have access to any of the above then please post your prescription request to us at Riverside Medical Practice, Barker Street, Shrewsbury, SY1 1QJ

Thank You
FOR YOUR
SUPPORT

Riverside Patient Group

Our Patient Participation Group is a group of patients of the practice who act as a link between the practice and you, the patients. Its aim is to help us to provide a better service to meet your needs. The group meets regularly and new members are very welcome.

If you are interested in further information or wish to join the group, please contact Sue Griffiths, Practice Manager, here at the surgery.

Cervical Screening Awareness Week: 16th to 24th June 2025



CERVICALCANCER
AWARENESS

Cervical Screening (which used to be called a smear test) is a free NHS health test that is offered to women and all people with a cervix between the ages of 25 to 64. It helps prevent cervical cancer by checking for human papillomavirus (HPV) which can be passed on through sexual contact.

Cervical cancer is the most common form of cancer in women under 35 with two women in the UK per day dying from the disease. **Regular cervical screening appointments can prevent up to 75% of instances of cervical cancer, saving 5000 lives per year.**

If you are due a smear test, please contact reception to make an appointment with one of our Practice Nurses.

Do you have Facebook?

If so, please follow our Practice Facebook page 'Riverside Medical Practice, Shrewsbury'. We use Facebook as another way to keep our patients up to date with changes, practice news and tips for health conditions etc.

